



Since 1986, REMSA Health has provided nationally recognized ground ambulance service within Washoe County, Nevada. As the largest employer of EMS personnel in Northern Nevada, REMSA Health provides residents and visitors with 9-1-1 response and transport, interfacility transport, disaster preparedness, special events coverage, search and rescue, tactical medical support, and public education. REMSA Health provides ground ambulance services under a performance-based franchise agreement with the Washoe County Health District and is the sole provider of emergency and inter-facility ground ambulance transport services within Washoe County (excluding Incline Village and Gerlach). REMSA Health is a private nonprofit community-based service which is solely funded by user fees with no local community tax subsidy.

REMSA Health maintains its operational and clinical standards as one of the most recognized high- performance EMS systems in the country. REMSA Health responds to approximately 80,000 requests for service per year.

Table of Contents

- Finance Reports.....Page 3 - 4
- Operations Reports.....Page 5 - 7
- Medical Directors Report.....Page 8
- Education Reports.....Page 9
- Customer Survey.....Page 10 - 11
- Public & Relations Report.....Page 12
- Customer Comments.....Appendix

Average Bill

REMSA Accounts Receivable Summary

Calendar Year 2025

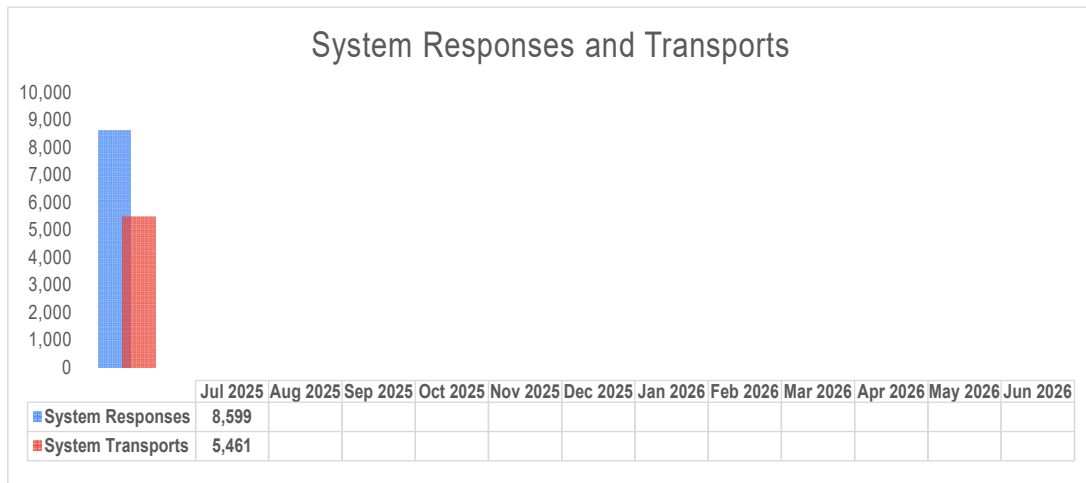
Month	#Patients	Total Billed	Average Bill
January	5,332	\$11,435,413.31	\$2,144.68
February	4,667	\$10,036,983.48	\$2,147.45
March	5,053	\$10,895,064.04	\$2,150.38
April	5,059	\$10,925,707.86	\$2,152.71
May	5,166	\$11,141,037.37	\$2,153.51
June	5,081	\$10,952,998.91	\$2,153.87
July	4,002	\$8,626,340.97	\$2,154.06
August			
September			
October			
November			
December			
January - December Total	34,360	\$74,013,545.94	\$2,154.06

Penalty Fund

REMSA 2025-2026 Penalty Fund Reconciliation

Month	Amount
Carryover Balance	\$105,223.39
Jul 25	\$14,295.54
Aug 25	
Sep 25	
Oct 25	
Nov 25	
Dec 25	
Jan 26	
Feb 26	
Mar 26	
Apr 26	
May 26	
Jun 26	
Total Penalty Fund	\$119,518.93

REMSA Operations Report



Average Response Times FY 2025-2026						
	Priority 1 Avg. Response Times			Priority 2 Avg. Response Times		
	Reno	Sparks	Washoe County	Reno	Sparks	Washoe County
Jul 2025	5:20	6:01	8:22	7:10	7:31	9:18
Aug 2025						
Sep 2025						
Oct 2025						
Nov 2025						
Dec 2025						
Jan 2026						
Feb 2026						
Mar 2026						
Apr 2026						
May 2026						
Jun 2026						
YTD	5:20	6:01	8:31	7:11	7:27	9:26

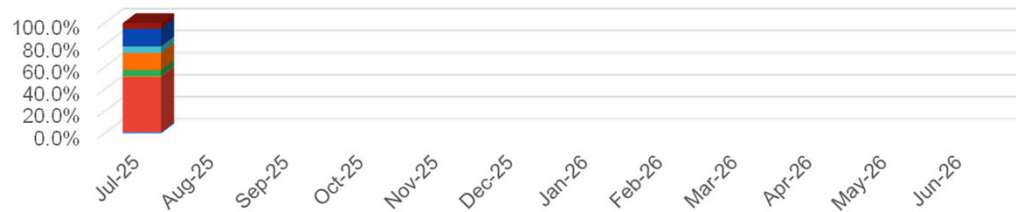
REMSA Operations Report

Monthly P1 Response Compliance						
	Zone A			Zone BCD		
	Compliance	Exemptions	Corrections	Zone BCD	Exemptions	Corrections
Jul 2025	91%	1	32	96%	0	0
Aug 2025						
Sep 2024						
Oct 2024						
Nov 2024						
Dec 2024						
Jan 2025						
Feb 2025						
Mar 2025						
Apr 2025						
May 2025						
Jun 2025						
YTD	91%	1	32	96%	0	0

	System P1 Exemptions						
	System Overload	Weather	Hospital Delay	Construction	Declared Emergency	Other as Approved	Denied
Jul 2025	1	0	0	0	0	0	0
Aug 2025							
Sep 2025							
Oct 2025							
Nov 2025							
Dec 2025							
Jan 2026							
Feb 2026							
Mar 2026							
Apr 2026							
May 2026							
Jun 2026							
YTD	1	0	0	0	0	0	0

REMSA Operations Report

Call Classification



	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26
Unknown	5.2%											
Trauma - Non MVA	16.0%											
Trauma - MVA	5.9%											
Transfer	15.3%											
Psychiatric/Behavioral	5.9%											
OB	0.4%											
Medical	50.2%											
Cardiopulmonary Arrest	1.2%											

Medical Directors Report

The Clinical Director or designee reviewed:

- 100% of cardiopulmonary arrests
- 100% of pediatric patients (transport and non-transport)
- 100% of advanced airways (excluding cardiopulmonary arrests)
- 100% of STEMI alerts
- 100% of deliveries and neonatal resuscitation
- 100% Advanced airway success rates

	ALS Calls	ALS QA Reviewed	Percentage Reviewed
Jul 2025	1,966	205	10%
Aug 2024			
Sep 2025			
Oct 2024			
Nov 2024			
Dec 2024			
Jan 2025			
Feb 2025			
Mar 2025			
Apr 2025			
May 2025			
Jun 2025			

Education Report

	ACLS		BLS (CPR)		Heartsaver (CPR)		ITLS/PHTLS		PALS	
	Classes	Students	Classes	Students	Classes	Students	Classes	Students	Classes	Students
Jul 24	24	75	106	389	101	578	1	3	15	48
Aug 24										
Sep 24										
Oct 24										
Nov 24										
Dec 24										
Jan 25										
Feb 25										
Mar 25										
Apr 25										
May 25										
Jun 25										
YTD	24	75	106	389	101	578	1	3	15	48

	COMMUNITY OUTREACH				
	Cars Inspected	Adults Educated	Car Seats Installed	Car Seats Distributed	Community Events
Jul 25	53	72	61	29	4
Aug 25					
Sep 24					
Oct 24					
Nov 24					
Dec 24					
Jan 25					
Feb 25					
Mar 25					
Apr 25					
May 25					
Jun 25					
YTD	53	72	61	29	4

Customer Survey Report

REMSA Ground

Reno, NV
Client 7299



1515 Center Street
Lansing, MI 48096
(517) 318-3800
support@EMSSurveyTeam.com
www.EMSSurveyTeam.com

Patient Experience Report

July 01, 2025 to July 31, 2025

Division: Ground

Your Score

93.44

Your Patients in this Report

164

Number of National Database Patients in this Report

5625

Total EMS Organizations

248

Customer Survey Report

REMSA Ground
July 01, 2025 to July 31, 2025



Executive Summary

Your overall score for the period selected is **93.44**, a difference of **+1.27**, compared to your score from the previous year, **92.17**.

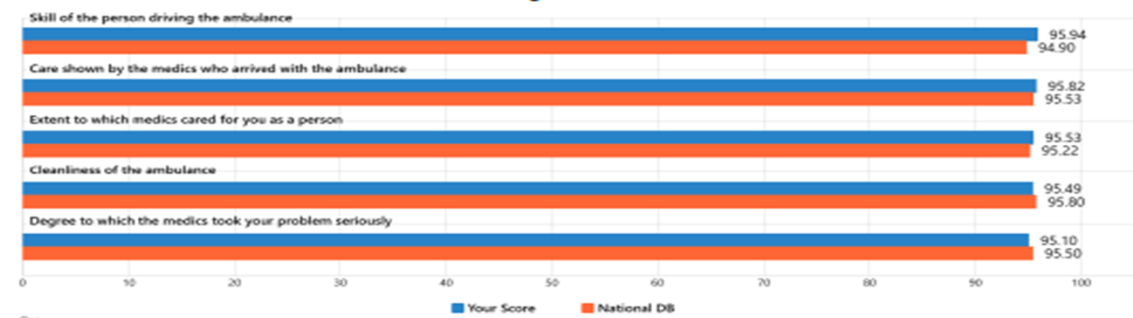
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **82%**.

In addition, your rolling 12- month score of **93.59** is a difference of **-0.34** from the national database score of **93.93**.

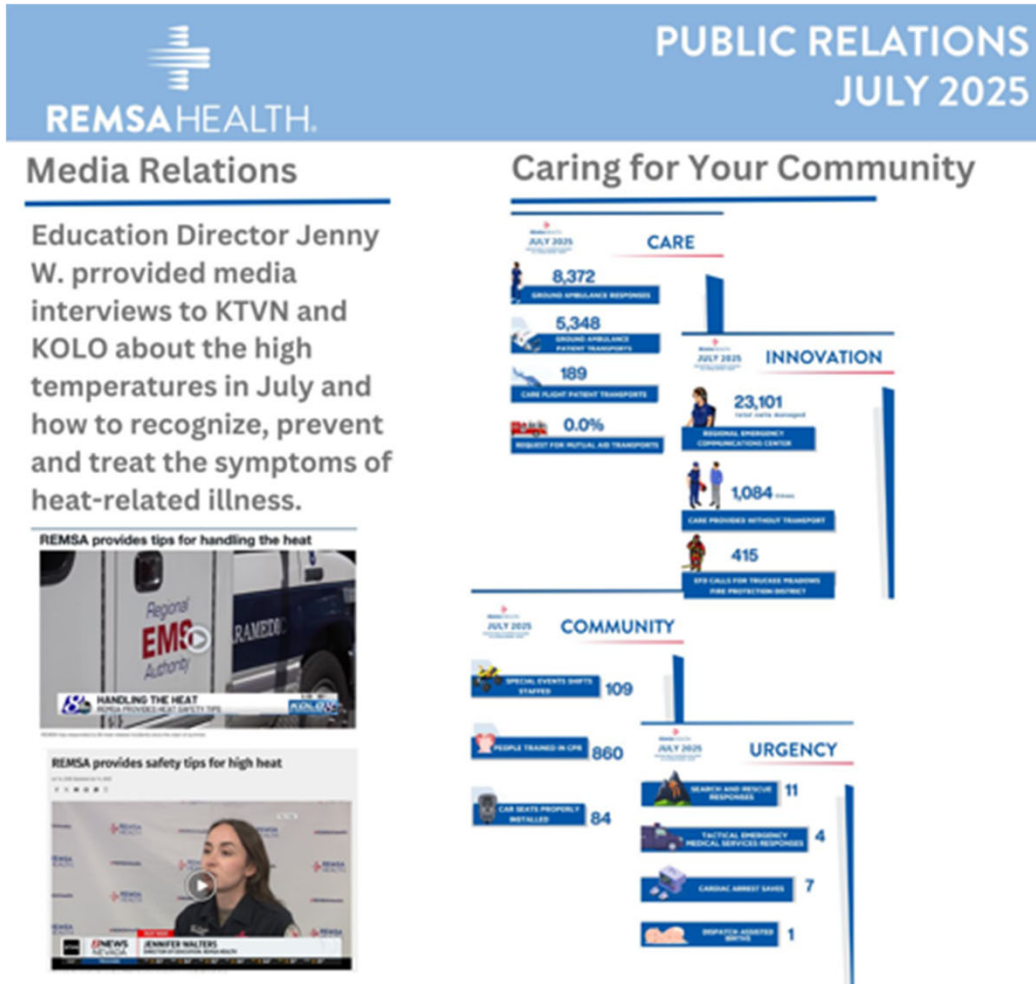
When compared to all organizations in the national database, your score of **93.59** is ranked **62nd**.

Highest and Lowest Scores

5 Highest Scores



Public & Relations Report



Emergency Preparedness

REMSA Health participated in the community's emergency response to the active shooter incident at GSR on July 28. EMS Director, Todd K. provided the EMS report during the joint press event.

